

## In the United States Patent and Trademark Office

44/A W.Lawson 4/29/03

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Title:

Call Center Queue Administration

**Group Art Unit:** 

2666

Examiner:

HOM, Shick C.

Mail Stop NON FEE AMENDMENT

**Commissioner for Patents** 

P. O. Box 1450

Alexandria, VA 22313-1450

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APR 2 3 2003

Technology Center 2600

SIR:

Responsive to the Office action of 04/09/2003, please amend the above-identified application as follows: (See Next Pages).

Respectfully,

Howard R. Popper, Attorney for Applicant

Reg. No. 19,208

Telephone 602-840-8001

**Dated: April 19, 2003**